

DHS OPRMI Correspondence : Complaints | FY 2016 Complaints-Revised

MAR-07-2017 8:37 AM

October 1, 2015 - September 30, 2016
 79 Complaints Received
 79 Complaints Closed

Filtering: Complaint Classification is anything AND Allegations/Complaint - Office/Administration contains FSA OR HSMU AND Status is anything AND Allegations/Complaint - Date Created is on or after 10-01-2015 AND Allegations/Complaint - Date Created is on or before 09-30-2016

FY 2016 Complaints-Revised

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
<i>(empty) (1 Complaint)</i>							
29421	05-06-2016	Housing			05-16-2016	Closed	Referred
Access Housing,Southeast Veterans Service Center,820 Chesapeake St.SE (1 Complaint)							
31962	09-29-2016	Health and Environmental	Access Housing,Southeast Veterans Service Center,820 Chesapeake St.SE	Transitional Housing	10-28-2016	Closed	Unfounded
Calvary Womens Services,Calvary Womens Shelter,1217 Good Hope Rd.SE (1 Complaint)							
27699	01-26-2016	Discrimination	Calvary Womens Services,Calvary Womens Shelter,1217 Good Hope Rd,SE		01-26-2016	Closed	Unfounded
Catholic Charities,1355-57 New York Avenue (3 Complaints)							
29308	04-28-2016	Issues/Violations	Catholic Charities,1355-57 New York Avenue		04-28-2016	Closed	No Action Required
27783	01-29-2016	Health and Environmental	Catholic Charities,1355-57 New York Avenue		02-18-2016	Closed	Unfounded
29528	05-14-2016	Health and Environmental	Catholic Charities,1355-57 New York Avenue		10-07-2016	Closed	Unfounded
Catholic Charities,2210 Adams Place,NE (2 Complaints)							
30934	07-31-2016	Issues/Violations	Catholic Charities,2210 Adams Place,NE		08-02-2016	Closed	Additional Information Needed
27384	01-08-2016	Issues/Violations	Catholic Charities,2210 Adams Place,NE		01-12-2016	Closed	Unfounded
Catholic Charities,801 Making Life Better Lane,SE (2 Complaints)							
30234	06-30-2016	Issues/Violations	Catholic Charities,801 Making Life Better Lane,SE		11-02-2016	Closed	Unfounded
30803	07-28-2016	Issues/Violations	Catholic Charities,801 Making Life Better Lane,SE		11-29-2016	Closed	Unfounded

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
Catholic Charities, Harriett Tubman Center at DC General Hospital (8 Complaints)							
26077	10-19-2015	Maintenance	Catholic Charities, Harriett Tubman Center at DC General Hospital		10-19-2015	Closed	Referred
26766	12-04-2015	Program Rules	Catholic Charities, Harriett Tubman Center at DC General Hospital		01-20-2016	Closed	Referred
27609	01-21-2016	Issues/Violations	Catholic Charities, Harriett Tubman Center at DC General Hospital		01-21-2016	Closed	Referred
27834	02-01-2016	Maintenance	Catholic Charities, Harriett Tubman Center at DC General Hospital		02-02-2016	Closed	Referred
29164	04-20-2016	Issues/Violations	Catholic Charities, Harriett Tubman Center at DC General Hospital		04-21-2016	Closed	Referred
28606	11-24-2015	Issues/Violations	Catholic Charities, Harriett Tubman Center at DC General Hospital		12-04-2015	Closed	Unfounded
30937	07-31-2016	Issues/Violations	Catholic Charities, Harriett Tubman Center at DC General Hospital		11-29-2016	Closed	Unfounded
31002	08-03-2016	Issues/Violations	Catholic Charities, Harriett Tubman Center at DC General Hospital		10-31-2016	Closed	Unsubstantiated
Catholic Charities, Hypothermia Church Shelters and Banneker recreation Center (1 Complaint)							
29440	05-09-2016	Issues/Violations	Catholic Charities, Hypothermia Church Shelters and Banneker recreation Center		11-29-2016	Closed	Unfounded
Coalition for the Homeless, Blair Shelter 635 I Street, NE (2 Complaints)							
30801	07-28-2016	Case Management	Coalition for the Homeless, Blair Shelter 635 I Street, NE		10-28-2016	Closed	Unfounded
31027	08-04-2016	Issues/Violations	Coalition for the Homeless, Blair Shelter 635 I Street, NE		11-02-2016	Closed	Unfounded
Coalition for the Homeless, Emery Working Shelter, 1725 Lincoln Road, NE, 20002 (1 Complaint)							
26762	12-04-2015	Issues/Violations	Coalition for the Homeless, Emery Working Shelter, 1725 Lincoln Road, NE, 20002		12-11-2015	Closed	Unfounded
Coalition for the Homeless, La Casa TRP (1 Complaint)							
26960	12-15-2015	Issues/Violations	Coalition for the Homeless, La Casa TRP		12-08-2015	Closed	Unfounded
Coalition for the Homeless, Spring Road Shelter, 1433-35 Spring Road, NW (1 Complaint)							
27835	02-01-2016	Issues/Violations	Coalition for the Homeless, Spring Road Shelter, 1433-35 Spring Road, NW		02-23-2016	Closed	Substantiated

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
Coalition for the Homeless, Valley Place 1355-57 Valley Place SE (1 Complaint)							
29163	04-20-2016	Health and Environmental	Coalition for the Homeless, Valley Place 1355-57 Valley Place SE		04-21-2016	Closed	Substantiated
Coalition for the Homeless, Virginia Williams Family Resource Center, 920-A Rhode Island (1 Complaint)							
30965	08-02-2016	Housing	Coalition for the Homeless, Virginia Williams Family Resource Center, 920-A Rhode Island		08-02-2016	Closed	Referred
Coalition for the Homeless, Virginia Williams Family Resource Center, 33 N Street, NE (1 Complaint)							
27296	01-05-2016	Issues/Violations	Coalition for the Homeless, Virginia Williams Family Resource Center, 33 N Street, NE	Virginia Williams Family Resource Center	12-31-2015	Closed	Unfounded
Community Connections, Shelter Plus Care, Scattered sites (1 Complaint)							
28732	03-25-2016	Issues/Violations	Community Connections, Shelter Plus Care, Scattered sites		03-29-2016	Closed	Unfounded
Community of Hope, 1413 Girard St. NW (2 Complaints)							
30601	07-19-2016	Issues/Violations	Community of Hope, 1413 Girard St. NW		10-28-2016	Closed	Unfounded
29582	05-17-2016	Maintenance	Community of Hope, 1413 Girard St. NW		05-23-2016	Closed	Unsubstantiated
Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE (10 Complaints)							
31427	08-27-2016	Issues/Violations	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave SE		08-26-2016	Closed	No further action required.
30971	08-02-2016	Issues/Violations	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		08-02-2016	Closed	Referred
31036	08-04-2016	Food	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		08-02-2016	Closed	Referred
30068	06-20-2016	Health and Environmental	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		06-22-2016	Closed	Substantiated
31350	08-23-2016	Health and Environmental	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		08-23-2016	Closed	Substantiated
27116	12-23-2015	Health and Environmental	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		03-08-2016	Closed	Unfounded
28297	03-01-2016	Issues/Violations	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		03-03-2016	Closed	Unfounded
29887	06-09-2016	Issues/Violations	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		11-29-2016	Closed	Unfounded
26308	11-06-2015	Health and Environmental	Community Partnership, DC General Family Shelter, 1900 Massachusetts Ave, SE		10-29-2015	Closed	Unsubstantiated

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
27713	01-27-2016	Issues/Violations	Community Partnership DC General Family Shelter, 1900 Massachusetts Ave, SE		01-27-2016	Closed	Unsubstantiated
Echelon Community Services, A New Start at Kia's Place, Scattered Sites (1 Complaint)							
26277	10-28-2015	Maintenance	Echelon Community Services, A New Start at Kia's Place, Scattered Sites		10-23-2015	Closed	Substantiated
Jobs Have Priority, Naylor Road Shelter, 2601-2603 Naylor Road, SE, Washington, DC (4 Complaints)							
26241	10-27-2015	Issues/Violations	Jobs Have Priority, Naylor Road Shelter, 2601-2603 Naylor Road, SE, Washington, DC		10-28-2015	Closed	No further action required.
27417	01-11-2016	Issues/Violations	Jobs Have Priority, Naylor Road Shelter, 2601-2603 Naylor Road, SE, Washington, DC		02-03-2016	Closed	Referred
28117	02-24-2016	Issues/Violations	Jobs Have Priority, Naylor Road Shelter, 2601-2603 Naylor Road, SE, Washington, DC	JHP Naylor Road Project	03-10-2016	Closed	Unfounded
26242	10-27-2015	Issues/Violations	Jobs Have Priority, Naylor Road Shelter, 2601-2603 Naylor Road, SE, Washington, DC		10-28-2015	Closed	Unsubstantiated
National Center for Children and Families, 1448 Park Road, NW (1 Complaint)							
27694	01-26-2016	Health and Environmental	National Center for Children and Families, 1448 Park Road, NW		01-29-2016	Closed	Substantiated
New Hope Ministries, John Young Center 119 D Street NW (2 Complaints)							
26314	11-06-2015	ADA	New Hope Ministries, John Young Center 119 D Street NW		11-10-2015	Closed	Referred
26602	11-24-2015	Health and Environmental	New Hope Ministries, John Young Center 119 D Street NW		12-31-2015	Closed	Unfounded
New Hope Ministries, Open Door 425 2nd Street, NW (3 Complaints)							
26420	11-13-2015	Health and Environmental	New Hope Ministries, Open Door 425 2nd Street, NW		11-13-2015	Closed	No further action required.
27383	01-08-2016	Health and Environmental	New Hope Ministries, Open Door 425 2nd Street, NW		01-12-2016	Closed	Unfounded
27215	12-29-2015	Issues/Violations	New Hope Ministries, Open Door 425 2nd Street, NW		03-11-2016	Closed	Unsubstantiated
Other (26 Complaints)							
31961	09-29-2016	Issues/Violations	Other	House of Ruth Three Sisters Program	10-26-2016	Closed	No further action required.
26132	10-21-2015	Issues/Violations	Other	Virginia Family Resource Center	10-21-2015	Closed	Referred
26137	10-21-2015	Issues/Violations	Other	DC General/Days Inn	10-21-2015	Closed	Referred

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
			Transitional Housing Corporation, Case Management 4506 Georgia Ave NW, Washington, DC 20011				

DHS OPRMI Correspondence : Complaints | 2017 Complaints Received

MAR-07-2017 9:11 AM

10/1/2016-2/14/2017
 21 Complaints
 17 Closed and 4 Open

Filtering: Complaint Classification is anything AND Allegations/Complaint - Office/Administration contains FSA OR HSMU AND Status is anything AND Allegations/Complaint - Date Created is on or after 10-01-2016 AND Allegations/Complaint - Date Created is on or before 02-14-2017

2017 Complaints Received

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
Open (4 Complaints)							
34249	01-23-2017	Issues/Violations	Community Partnership,DC General Family Shelter,1900 Massachusetts Ave,SE			Open	
33895	01-06-2017	Issues/Violations	House of Ruth,Madison,651 10th Street,NE			Open	
34261	01-24-2017	Issues/Violations	Catholic Charities,801 Making Life Better Lane,SE			Open	
34577	02-07-2017	Issues/Violations	Latin American Youth Center,ELP,Scattered sites			Open	
Closed (17 Complaints)							
31997	10-03-2016	Maintenance	Catholic Charities,Harriett Tubman Center at DC General Hospital		11-29-2016	Closed	No Action Taken
32361	10-21-2016	Health and Environmental	Other	DC General Shelter	11-29-2016	Closed	Unfounded
32424	10-26-2016	Health and Environmental	House of Ruth,Madison,651 10th Street,NE		10-26-2016	Closed	Substantiated
32533	11-01-2016	Health and Environmental	Community Partnership,DC General Family Shelter,1900 Massachusetts Ave,SE		10-28-2016	Closed	Substantiated
32622	11-04-2016	Health and Environmental	Other	DC General Family Shelter	11-03-2016	Closed	Substantiated
32978	11-23-2016	Issues/Violations	Coalition for the Homeless,La Casa TRP		11-23-2016	Closed	Unsubstantiated
33007	11-24-2016	Case Management	Other	Friendship Place	11-29-2016	Closed	Unfounded
33006	11-24-2016	Issues/Violations	Other	Friendship Place Welcome Center	11-29-2016	Closed	Unfounded
33141	12-02-2016	Issues/Violations	House of Ruth,Madison,651 10th Street,NE		12-02-2016	Closed	Referred
33562	12-22-2016	Issues/Violations	Other	Community for Creative Non-Violence (CCNV)	12-22-2016	Closed	Referred
33569	12-22-2016	Health and Environmental	Other	Days Inn	12-22-2016	Closed	Referred

Related Allegations/Complaint	Allegation Date	Complaint Classification	Allegations/Complaint - Location of Incident	Allegations/Complaint - Other Incident Location Facility	Closed Date	Status	Disposition
33572	12-22-2016	Issues/Violations	Other	Virginia Williams Family Resources Center	12-22-2016	Closed	Referred
33193	12-05-2016	Issues/Violations	Other	Patricia Handy Place for Women	12-27-2016	Closed	Unfounded
33954	01-09-2017	Maintenance	Transitional Housing Corporation, Partner Arms 3-37th Street, 342 37th Street, SE		01-10-2017	Closed	Substantiated
34760	02-14-2017	Issues/Violations	Latin American Youth Center, Hope's House, Scattered Sites		02-14-2017	Closed	Unfounded
34520	02-03-2017	Health and Environmental	House of Ruth, Madison, 651 10th Street NE		02-08-2017	Closed	Unfounded
34687	02-10-2017	Health and Environmental	House of Ruth, Madison, 651 10th Street NE		02-10-2017	Closed	Unfounded

DISTRICT OF COLUMBIA FY2017 WINTER PLAN



INTERAGENCY COUNCIL ON HOMELESSNESS

Important Telephone Numbers

DC Shelter Hotline: (202) 399-7093

Mayor's Call Center: 311

Persons experiencing homelessness may call these numbers to seek assistance, and the general public may also call these numbers to request help for someone in need of assistance.

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I. INTRODUCTION

In compliance with the Homeless Services Reform Act of 2005 (HSRA), this FY2017 Winter Plan¹ has been developed by the District of Columbia's Interagency Council on Homelessness (ICH). The HSRA mandates that by September 1 of each year, a plan be in place describing how those who are homeless will be protected from cold weather injury. The Winter Plan describes how District government agencies and providers within the Continuum of Care will coordinate to provide hypothermia shelter and other services for those who are homeless in the District of Columbia, consistent with the right of consumers to shelter in severe weather conditions.

It is important to note that the purpose of this plan is protection from cold weather injury. This plan is being implemented within the context of the broader systems change underway in the District to move from a shelter-based system to one focused on rapid stabilization and connection back to permanent housing. The strategies outlined in [Homeward DC](#), however, will take time to implement, and as such, the District is committed to ensuring we have effective strategies in place to protect individuals and families experiencing homelessness from cold weather injury. For more information on the broader systems change happening in the District, visit the ICH website at <http://ich.dc.gov/>.

Many of the services included in this Winter Plan are in place and operational regardless of temperature. Some additional services, including severe weather shelters, operate only when a "hypothermia alert" is called by the District government.

For planning purposes, it is anticipated that the FY2017 Winter Plan covers the period beginning November 1, 2016 and ending on March 31, 2017. In practice, the additional services provided as a result of the calling of a hypothermia alert may begin before November 1 or extend beyond March 31 if weather conditions warrant.

In addition to meeting the requirements of the HSRA, this Winter Plan is intended to carry out the directives of Mayor's Order 2001-161, dated October 31, 2001, which guides activities during hypothermia season, such as the notification of hypothermia alerts, the coordination of outreach efforts, and other life-saving activities. The order calls for coordination of outreach activities among the following District of Columbia agencies: Department of Human Services (DHS), the Homeland Security and Emergency Management Agency (HSEMA), the Metropolitan Police Department (MPD), the Fire and Emergency Medical Services Department (FEMS), the Department of Behavioral Health (DBH), the Department of Health (DOH), and both public and private outreach programs.

¹ The District of Columbia government budgets by fiscal year, which starts on October 1 and ends on September 30. Fiscal year 2017 (FY2017) starts October 1, 2016 and ends on September 30, 2017. Unless noted as "winter FY2017" or "hypothermia FY2017," all references to "FY" in the plan refer to the entire fiscal year named.

FY2016 HYPOTHERMIA SEASON REVIEW

Each winter, DHS, The Community Partnership for the Prevention of Homelessness (TCP), and nonprofit and government partners work collaboratively to deliver the shelter and services that protect the lives of Washington D.C.'s homeless population. Of the 152 days in the FY2016 winter season, there were hypothermia alerts on 68 days (45%), eight of which were called because of precipitation.² When alerts were called, year-round and seasonal shelters remained open during daytime hours so that clients would have a warm and safe place to stay, and additional shelter capacity was created as it was needed. TCP coordinated daily hypothermia operations in concert with city agencies and providers. This included the distribution of a daily census showing capacity levels at all shelters so that the system could be monitored and adjusted to serve clients optimally. The United Planning Organization (UPO) operated the DC Shelter Hotline and deployed vans for outreach services and transportation.

The most important measure we use to evaluate the success of winter plan operations is the number of hypothermia deaths among persons experiencing homelessness. In the past, this information has been difficult to obtain in real time due to the time lag associated with completing autopsies and issuing official reports and a lack of specific reporting protocol between the Office of Chief Medical Examiner (OCME) and DHS. As such, zero deaths were typically reported because there were no known deaths.

During last year's winter planning process, DHS worked with OCME to obtain historical information from the past five years. As Table 1 below shows, there were on average nine hypothermia deaths in the District each year between FY2011 and FY2015. Because it is difficult to determine retrospectively whether an individual was experiencing homelessness at the time of death, we do not believe all of reported cases were individuals experiencing homelessness. However, we included the data to provide historical context.

The District took a number of additional measures last year in attempt to prevent deaths and other cold weather injury, including adding more vans/buses, expanding outreach services, and developing a hypothermia outreach protocol. DHS also established a protocol with OCME to ensure that hypothermia deaths were reported in an expedited manner. DHS now immediately receives notification of any deaths that occur among persons experiencing homelessness; OCME then follows up with information on cause of death after that is ascertained. During the FY2016 winter, six hypothermia deaths were reported, two of which were later confirmed to be persons experiencing homelessness. Of course, no deaths are acceptable, and the agencies that make up the ICH are committed to learning from past efforts and continuing to improve our hypothermia response.

² Alerts were called on 68 occasions during the formal hypothermia season (Nov 1 to March 30), though nine additional alert days were called outside of this time period (one in October and eight in April), for a total of 77.

Table 1: Hypothermia Deaths in the District - All Persons (FY2011 - FY2015) and Among Persons Experiencing Homelessness (FY2016)

Year	Hypothermia Deaths (Primary COD)	Contributing COD Hypothermia or Cold Exposure	Total Deaths Associated with Hypothermia or Cold Exposure
Winter FY2011	5	3	8
Winter FY2012	5	5	10
Winter FY2013	3	2	5
Winter FY2014	12	2	14
Winter FY2015	9	1	10
Winter FY2016	2	0	2
Total	36	13	49

COLD WEATHER EMERGENCIES

Starting in the winter of FY2014, the District implemented a “Cold Weather Emergency” strategy which will again be implemented this winter. While the Cold Weather Emergency Plan is broader than the Winter Plan, as it is designed to “ensure all residents, workers, and visitors are protected from extreme cold weather and to prevent illness, injury and death,” it recognizes the need to particularly protect homeless residents during extreme winter weather. A Cold Weather Emergency was called when the temperature fell, or was forecasted to fall, to:

- 1) 15°F or below (including wind chill) or
- 2) 20°F (including wind chill), and one or more of the following conditions existed:
 - Steady precipitation for 60 consecutive minutes
 - Snow accumulation of 3 inches or more
 - Other meteorological conditions or threats as determined by HSEMA

When the National Weather Service (NWS) predicts extreme cold weather conditions, HSEMA will convene a conference call with the Cold Emergency Steering Committee comprised of the Department of Human Services (DHS), the Department of Behavioral Health (DBH), the Department of Health (DOH), the Office of the City Administrator (OCA), and the Deputy Mayor for Health and Human Services

(DMHHS) in order to decide whether current or predicted conditions necessitate activating a Cold Emergency Alert and, if so, to decide upon the most appropriate interventions for a planned activation of a Cold Emergency Alert.

During a Cold Emergency Alert, the District will continue operations in accordance with the annual Winter Plan but may take additional steps beyond the requirements of the Winter Plan. These steps may include:

- **Overnight Warming Sites.** The District may activate designated public buildings, including but not limited to public libraries, recreation centers, and Senior Wellness Centers as Overnight Warming Sites to serve as temporary respite from the cold. Overnight Warming Sites shall be in operation from 7:00 p.m. to 7:00 a.m. Some sites may open later than 7:00 p.m. based on regularly scheduled business operations. Sites may be opened prior to 7:00 p.m. and close later than 7:00 a.m. based on the severity of the weather and as determined by the Cold Emergency Steering Committee.
- **Involuntary Transport.** Every effort will be made to secure client cooperation with voluntary transport to a warm and safe setting. If an individual refuses to go inside, outreach teams may call DBH or the Metropolitan Police Department (MPD) for involuntary transport if deemed appropriate by those authorized to execute an FD-12 (physician, DBH officer-agent, MPD officer, or licensed psychologist). Individuals shall be taken to Comprehensive Psychiatric Emergency Program (CPEP) or to other local emergency departments for emergency physical and mental health evaluation in accordance with provisions of the Ervin Act (78 Stat. 944; D.C. Official Code § 21-521).
- **Homeless Encampment Protocol.** The District may suspend homeless encampment clean-up of items that provide protection from the elements during a Cold Emergency.

By November 1 of each year, the Department of Human Services working with Department of General Services (DGS) will update the list of available Warming and Overnight Warming Sites. This information will be available on www.dmhhs.dc.gov.

PROCESS FOR DEVELOPING THE PLAN

The Interagency Council on Homelessness (ICH) Emergency Response and Shelter Operations (ERSO) Committee started the development of this year's Winter Plan with two public debriefing sessions, one dedicated to families and one dedicated to singles. At each, the Committee reviewed data on the FY2016 hypothermia season and solicited feedback from providers, advocates, and consumers on the season's operations.

The Shelter Capacity Subcommittee of ERSO held two meetings to more closely review shelter usage in previous hypothermia seasons and develop estimates for the number of bed/units needed for men, women, and families for the coming season.

A working group of ERSO presented a draft plan to the full ERSO Committee and interested members of the public in July to obtain initial feedback. The working group then presented an update to the ICH Executive Committee and discussed outstanding issues.

In August, a public feedback session was held by Coalition of Housing and Homeless Organizations (COHHO) at N Street Village, with a particular focus on getting consumer feedback. After reviewing this feedback, the working group presented a final draft to ERSO for its approval. After a positive vote from ERSO, the Plan was presented to the ICH full Council for a vote on September 13, 2016.

ELEMENTS OF THE FY2017 PLAN

This plan builds on efforts from the past, incorporates new strategies and responds to lessons learned from previous winters. The plan is organized as follows:

- Section II outlines how the District will manage communications among stakeholders;
- Section III describes the process for calling a hypothermia alert and the considerations involved in calling an alert;
- Section IV explains the process used to develop estimates for shelter capacity needs during the FY2017 winter as well as the plan for delivering the number of beds/units needed;
- Section V outlines the transportation services that will be provided to ensure that clients have access to shelter and services;
- Section VI describes the services provided to help clients access shelter and while in shelter;
- Section VII discusses protocol and available resources for serving unaccompanied minors and transition aged youth (TAY); and
- Section VIII outlines resources in place to monitor shelter operations as well as protocol for raising concerns and/or filing complaints.

II. COMMUNICATIONS

The success of the Winter Plan depends upon open and constant communications among all stakeholders, including the public, providers of shelter and other services, and those who are homeless. An individual seeking assistance for himself/herself or on behalf of another individual may call either:

- The DC Shelter Hotline(staffed by UPO): 202-399-7093 (or)
- The Mayor’s Call Center: 311

The DC Shelter Hotline and the 311 Mayor's Call Center line will be widely publicized. They will appear in advertisements in both print and electronic media, and they will be printed on business cards that will be distributed to those who are homeless by outreach agencies and other partners.

The District’s Office of Unified Communications (OUC) will be notified of the Shelter Hotline number to ensure coordination of service requests originating from law enforcement agencies. Police officers, including patrol officers of the MPD and the U.S. Park Police (USPP), can request services through the OUC for any citizen who is homeless and in need of assistance. Law enforcement agencies may also use the 311 line.

All interested persons may register for emergency alerts through Alert DC, an emergency notification system that provides different ways to get real-time information to help prepare for and respond to emergencies and disasters. Sign up for Alert DC at the District of Columbia’s website at dc.gov or at <http://hsema.dc.gov/page/alertdc>

The hypothermia media campaign is implemented and managed by the D.C. Department of Human Services (DHS). The campaign, which will begin no later than October 1, 2016, and continue throughout the season, will include the following activities:

- Metro Advertisements: DHS will request advertising space on Metro buses and in subway locations as available for the upcoming hypothermia season. Also, Metro drivers will be informed about the emergency assistance telephone numbers and when to call to assist someone who is homeless and in need of assistance.
- Social Media: Non-government partners will be encouraged to publicize the hotline number via their social media campaigns and email signature tags. The District government will also encourage agencies utilizing Twitter to include information on alerts and the hotline as part of their communications.

- Public Service Announcements (PSAs): DHS will develop and release television and radio announcements featuring the DC Shelter Hotline number and information designed to educate the public about the dangers of hypothermia. These announcements will publicize the emergency assistance telephone numbers and encourage District residents to call to seek help if they are homeless or to report the location of individuals who are homeless and possibly in need of assistance, especially in hypothermic weather conditions.
- Paid Advertising: DHS will purchase radio airtime for 30-second informational spots to air during peak coverage hours during hypothermia season. Informational announcements will also air on appropriate channels on local cable television during the season.
- Newspapers: Quarter-page hypothermia shelter hotline advertisements will be placed in community newspapers throughout the season. In the past, publications such as Hill Rag, DC North, East of the River, and Street Sense have been used.
- Business Cards: Pocket-sized business cards will be printed and distributed that will include key emergency assistance telephone numbers. The cards will be available in both English and Spanish versions, and they will be distributed to the outreach community, to providers, and to those who are homeless.

III. PROCESS FOR CALLING A HYPOTHERMIA ALERT

Daily consultations will be held between the District's Homeland Security and Emergency Management Agency (HSEMA) and meteorologists at the National Weather Service (NWS) in Sterling, Virginia, to determine real time weather conditions and the likely conditions in the next 24 hours. Additionally, throughout each day HSEMA and DHS will monitor the NWS website for the published forecast. Alerts will be called when either HSEMA reports or the NWS published forecast indicates that the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below.

By 7:00 a.m. each day, HSEMA shall notify TCP, UPO, and DHS whether or not the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below prior to 6:59 p.m. If so, DHS and HSEMA shall put a daytime hypothermia alert into effect until 7:00 p.m. or until the actual temperature including wind chill rises above 32 degrees Fahrenheit.

HSEMA and DHS will continue to monitor the NWS weather forecast as published on the NWS website throughout the day and will put the alert into effect as appropriate.

If by 2:30 -3:00 p.m. HSEMA and DHS determine the real time weather conditions and the likely conditions indicate a forecasted temperature for the 7:00 p.m. until 6:59 a.m. overnight period that is 32 degrees Fahrenheit or below, including wind chill, DHS and HSEMA will put an overnight hypothermia alert in effect from 7:00 p.m. until 6:59 a.m. or until the temperature including wind chill rises above 32 degrees Fahrenheit. If an alert is called off before 7:00 a.m., all hypothermia shelters will remain open until 7:00 a.m.

DHS will also call an overnight hypothermia alert when the temperature is forecasted to be 40 degrees Fahrenheit or below and the forecasted chance of precipitation is 50% or greater. The ERSO committee and relevant agencies will review the utilization of this protocol, forecasted and actual weather information in December to determine if there are any modifications needed.

Once in effect, an alert stays on until it is called off by HSEMA. When HSEMA calls an alert, they notify TCP, UPO, and DHS. At that time, UPO shall immediately notify all shelter providers to open hypothermia shelters. Shelter providers operating year-round and seasonal shelters must allow clients to remain in shelter until the alert is called off by HSEMA. Providers operating from D.C. Recreation Centers, houses of worship, and other community-based sites that are not available during the day are required to inform clients that transportation to another site that will be open during the daytime hours is available. Shelter providers may call the DC Shelter Hotline at (202) 399-7093 at any time to determine the alert status.

DHS intends to send out an email alert twice daily on weekdays, at 7:00 a.m. and then between 2:30 – 3:00 p.m., to notify all interested persons and groups of the alert status regardless of whether the status has changed. On weekends and holidays, DHS intends for this alert email to go out between 2:30 – 3:00 p.m. The information on the alert status will also be posted on DHS's website, at www.dhs.dc.gov, and will be available via in-person inquiries at any open Metropolitan Police Department stations, Fire and EMS stations, public libraries, and Department of Parks and Recreation Centers. Last winter, the ICH

also began piloting a new HopeOneSource text message application that allowed the ICH to send blast text messages to registered users. The app is now being brought to scale, which will allow the ICH to better reach residents experiencing homelessness because many lack computer access and do not have data plans that allow them to check email on their phones, but do have access to text messages.

DHS will keep a daily record of forecasts and alert status. These data will be available upon request and reviewed by the ICH ERSO Committee during the debriefing session held after the season is completed. See Section II on Communications for additional information on alert notifications.

IV. EMERGENCY SHELTER

SHELTER FOR INDIVIDUALS: ACCESS, TYPE AND HOURS OF OPERATION

Individuals can access shelter by presenting directly at the shelter, waiting for transportation at the sites and times listed in the Section V of this Plan, and/or by calling the DC Shelter Hotline at 202-399-7093.

The District uses four types of shelter for adult individuals:

- Low-barrier shelter for individuals operate year round and provide a variety of services. A list of these sites is included as Appendix A. In addition to these existing year-round shelter facilities, there are three types of shelters that are available to serve those who are homeless during the winter season.
- Seasonal Shelters will be open 7:00 p.m. to 7:00 a.m., beginning on the first night a hypothermia alert is called and then every night through March 31, 2017.

Hypothermia Shelters will be open only on nights when a hypothermia alert has been called. D.C. Recreation Centers functioning as hypothermia shelters will be open from 9:00 p.m. to 7:00 a.m., and other community sites functioning as hypothermia shelters will be open from 7:00 p.m. to 7:00 a.m. Houses of worship and other community-based sites will not be used as shelter during daytime hours, even if an alert is still in effect, since these sites are contracted only for use as alert-night shelter and are used for other purposes during the daytime hours. D.C. Recreation Centers are open to the public during daytime hours so residents experiencing homelessness may remain at Recreation Centers if they choose.

- Overflow Shelters will operate only when all other shelters are at or near capacity. These facilities have standby staff that are called in to operate the overflow shelters as needed. Together, DHS and TCP monitor capacity levels carefully and determine when (and where) additional sites need to be activated. When these shelters are activated, the Hotline provides transportation to these locations.

On days when a hypothermia alert is in effect, single adults using shelters will be allowed to remain in their facilities with the exception of those who are in hypothermia-night only shelters located within houses of worship or other community-based sites. These facilities end shelter operations at 7:00 a.m., and transportation will be provided from those sites to sites that are open and can provide daytime shelter.

All shelter locations, with the exception of the overflow sites, are listed in Appendix A. As overflow shelters are opened only if additional capacity is needed, they are not identified in this document. This is to prevent individuals from independently seeking shelter at locations that are not open. The list of overflow sites was reviewed by the ICH Emergency Response and Shelter Operations (ERSO) Committee, the body responsible for the development of this plan, as well as members of the full ICH Council during

the plan review/approval process. The list of overflow sites may be obtained anytime by contacting Dallas Williams at the Department of Human Services at dallas.wiliams@dc.gov.

SHELTER FOR FAMILIES: ACCESS, TYPE AND HOURS OF OPERATION

The process for families seeking shelter depends on the day of the week and time of the day:

- Monday through Thursday (except for holidays and days on which the District government is closed) from 8:30 a.m. to 4:00 p.m., families seeking emergency shelter should go to the Virginia Williams Family Resource Center (VWFRC) at 920 Rhode Island Avenue, NE.
- Monday through Thursday after 4 p.m.; Fridays; and on weekends, holidays, and days on which the D.C. government is closed, families should call the DC Shelter Hotline, which will put the family in contact with staff from the VWFRC or The Community Partnership for the Prevention of Homelessness (TCP). Staff at the VWFRC or TCP will make a determination regarding authorization of shelter placement and transportation. Families placed in shelter after regular business hours will be required to go to the VWFRC the following business day for assessment and verification of eligibility.

The D.C. General Family Shelter is the primary placement site for families seeking emergency shelter in the District of Columbia. When D.C. General is full, additional capacity (e.g., motel placements) is added. All family shelter, including D.C. General, apartment-style shelters, and motel placements, operates 24 hours a day.

ESTIMATING SHELTER CAPACITY NEEDS

As part of the District's preparation for hypothermia shelter needs, the ICH Shelter Capacity Work Group – a work group under the ERSO Committee – develops estimates of the numbers of individuals and families who will need shelter during the upcoming winter. To develop these estimates, the work group looks at the numbers of individuals and families served during the past three years, noting overall trends, seasonal spikes, etc. They attempt to account for the impact of any changes in policy (such as year round access to shelter), new resources coming online (including new homelessness prevention resources and permanent housing resources), as well as broader economic conditions that could lead to changes in the number of people experiencing homeless.

Given the number of factors that can affect shelter capacity needs, it is important to note that the figures used in this plan are estimates only. The approach outlined in this plan gives the District the flexibility needed to meet the shelter needs of our residents while still being judicious with resources. If the need is lower than estimated, the District will not open overflow sites for individuals and will scale back contracts for family overflow capacity. In contrast, if the need is higher than estimated, the District is prepared to open additional Recreation Centers for individuals or secure additional motel units for families.

It is important to note that the estimates are used to guide planning efforts. Ultimately, the success of the Winter Plan will be the District's ability to meet the presenting need for shelter among residents and prevent cold weather injury, not the degree to which projections forecasted reality.

CAPACITY NEEDS: ADULT MEN

Based on the methodology described above, the ICH estimates that the District will need just over 1,500 beds for single adult men at the height of the FY2017 hypothermia season. Table 2 below outlines the plan for meeting this capacity:

Table 2: Shelter Capacity Overview, Adult Men

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total
New York Avenue	Catholic Charities	360				360
801 East Shelter	Catholic Charities	380	52			432
Adams Place Shelter	Catholic Charities	150	30			180
Community for Creative Non-Violence (CCNV) - 3 South*	CCNV		44			44
Banneker Recreation Center	Catholic Charities			50		50
Community for Creative Non-Violence Drop-In Center	CCNV			135		135
Sacred Heart Church	Catholic Charities			25		25
Kennedy Rec Center	Catholic Charities			50		50
Salvation Army	Catholic Charities			30		30
Overflow Capacity**					225	225
Total Capacity		890	126	290	225	1,531

* The 44 seasonal beds at CCNV (3 South) will operate as 24 hour low barrier beds.

** As discussed on page 13, overflow sites are not listed in this plan to prevent individuals from seeking shelter at locations that are not open.

CAPACITY NEEDS: ADULT WOMEN

Likewise, the ICH estimates that the District will need nearly 510 beds for single adult women at the height of the FY2017 hypothermia season. Table 3 below outlines the plan for meeting this capacity.

Table 3: Shelter Capacity Overview, Adult Women

Name of Shelter	Provider	Year-round Beds	Seasonal Beds	Alert Night Beds	Overflow	Total	Accessible
D.C. General Building 9-Harriet Tubman	Catholic Charities	100				100	
Patricia Handy Place for Women*	N Street Village	201*				201	
Nativity Shelter	Catholic Charities	20	5			25	
Community for Creative Non-Violence (CCNV) - 2 South**	CCNV		48			48	Yes
New Covenant Baptist	Catholic Charities			25		25	
Community of Christ	Catholic Charities			25		25	
Sherwood Recreation Center	Catholic Charities			30		30	
Overflow Capacity	Catholic Charities				56	56	
Total Capacity		321	53	80	56	510	

* Includes all beds less medical respite beds.

**The 48 seasonal beds at CCNV (2 South) will operate as 24 hour low barrier beds.

CAPACITY NEEDS: FAMILIES

The number of shelter units needed for families depends on BOTH shelter entries and exits per month. This is because once placed in shelter, a family remains until they find permanent housing. Once they exit the unit, however, that unit becomes available for a new family experiencing homelessness. This cycle repeats itself throughout the season.

To estimate the number of units needed for the FY2017 hypothermia season, the work group started with an estimate of households in family shelter on the last day of August. The work group then used actual entries from the FY2016 hypothermia season *less ten percent*,³ combined with actual exits from last season, to estimate the number of overflow units needed throughout the season. As illustrated in Table 4 below, we anticipate needing approximately 945 units of overflow during the peak of the season (January/February).

Table 4: Estimate of Family Shelter Unit Needs by Month, FY2017 Hypothermia Season

	Sept. 2016	Oct. 2016	Nov. 2016	Dec. 2016	Jan. 2017	Feb. 2017	March 2017
Estimate of families in shelter on last day of previous month	946	944	932	1,033	1,103	1,306	1,310
<i>(+) Estimated Entries</i>	58	48	158	169	295	148	57
<i>(-) Estimated Exits</i>	60	60	57	99	92	144	155
Total Units Needed	944	932	1,033	1,103	1,306	1,310	1,212
<i>(-) DC General Family Shelter</i>	260	260	260	260	260	260	260
<i>(-) Apt Style Units</i>	104	104	104	104	104	104	104
Shelter Overflow Units Needed	580	568	669	739	942	946	848

³ The work group assumed a ten percent reduction in entries to account for the impact of the City's new homelessness prevention program, which had just launched at the start of last hypothermia season but has now been operating for a full year (and will be expanded in FY2017 to serve more families). Further, DHS has now been operating year-round access to shelter for over a year. While the numbers had been trending up every winter, last winter's placement numbers were flat relative to the preceding winter, likely due to the start of year round access last summer. Given that DHS has continued placing families throughout the summer and given continued work to improve business processes at Virginia Williams Family Resource Center, the work group assumed a 10 percent reduction over last winter was a reasonable estimate.

Because the District contracts with motel owners for overflow rooms, it makes fiscal sense to phase in capacity over the season based on the number of rooms anticipated to be needed in a particular month. Motivated by the difficulty of securing adequate space in the past, as well as the January presidential inauguration, DHS has already secured over 900 motels rooms for the peak of the season. This preparation will allow DHS to avoid the frequent moves that occurred in the past when rooms could only be secured for a few days or weeks.

Families who are referred from VWFRC to emergency shelter and who need a reasonable accommodation – e.g., a wheelchair-accessible unit or a placement with private bathrooms, eating or sleeping areas due to a disability of a household member – will be provided an appropriate placement the day they are found eligible for such shelter.

V. TRANSPORTATION

Transportation is a scarce resource for those who are homeless, especially during the winter months, and the transportation system outlined in this FY2017 Winter Plan is designed to serve the largest number of those who are homeless in the most efficient and effective way. Transportation has been a challenge in past years, with limited van capacity causing long wait times for clients as the District's transportation provider made several trips between the shelters and the designated drop off/pick up locations. To help alleviate this pressure, DHS added nine vehicles last hypothermia season.

Except where there is an emergency situation, the shelter transportation system will operate on a rational, scheduled basis to serve both those who are homeless and the shelter providers optimally. As with any other "public" transportation system, an attempt to provide customized or individualized service decreases the availability of the service to others and is disadvantageous to the general ridership.

Generally, transportation is available to and from shelters to selected locations only. Ideally, those who are homeless should be enabled to utilize the comprehensive and convenient public transportation system in the District of Columbia (Metrorail and Metrobus) in cases where it is cost effective to do so.

There will be both scheduled and unscheduled (on-demand) transportation. The scheduled transportation is limited and is designed to provide general transportation in the mornings and evenings from and to specific locations for groups of individuals that are homeless, as listed later in this section. As in past years, DHS will monitor transportation services closely. If changes to transportation routes or schedules are required for any reason, DHS will ensure all shelters receive updated schedules, and the most current schedules will always be available on the DHS and ICH websites.

On Alert days, the scheduled transportation system should be the primary means for persons to get to shelters, and persons seeking shelter should plan to be at one of the designated pickup locations at the designated times. The District's homeless van transportation system has very limited capacity to provide unscheduled (on-demand) transportation. Unscheduled (on-demand) transportation will be provided only when the alert is in effect:

- a) before the time frames for scheduled transportation, provided shelter is open, or
- b) after the time frames for scheduled transportation

Transportation will provided to and from the Adam's Place Day Center 7 days a week, 8-4:30 p.m. and until 6 p.m. during cold weather alerts. If a cold weather alert is called, transportation will provided to the shelters and warming sites from the day center. There will be two vehicles designated for this route. Starting at 8:00 a.m., the vans will pick up at SOME and go to Covenant House; North Capitol Street & Massachusetts Avenue; 9th and G Streets (Martin Luther King Jr. Library), New York Ave Shelter to Adams Place Day Center; the schedule will be repeated every hour until the last pick up at 4:30 p.m.

Note that at all times, priority for unscheduled (on-demand) will be given to persons (individuals and families) who have a need for reasonable accommodation or cannot reasonably get to one of the designated pickup locations.

During hypothermia season, transportation will include moving people to and from shelters, transporting individuals from over-crowded shelters to less-crowded shelters, and moving supplies to the street for those who decline to come into shelter.

TRANSPORTATION RESOURCES AND OUTREACH

Beginning on November 1, 2016, UPO will provide eight vans from 8:00 a.m. to 4:00 p.m. and ten vans from 4:00 p.m. to 8:00 a.m. On each shift, at least one of the vans deployed by UPO will be accessible for people who have disabilities. Additionally, UPO will operate a radio communications system on a 24-hour schedule to coordinate hypothermia services on the streets.

Van drivers will have hand-held radios with them at all times to facilitate effective communications between UPO vans and their central office. Outside of the scheduled transportation listed later in this section, if a person needs assistance, a van will be dispatched and a shelter assignment may be made, based on bed availability and the person's needs. The District of Columbia Fire and Emergency Medical Services Department (FEMS) will be notified to provide emergency medical care and possible transportation to a medical facility whenever a person appears to be suffering from hypothermia or any other medical issues.

The UPO vans will focus their outreach efforts in areas that have the largest concentrations of individuals who are homeless. As part of their outreach activities, UPO personnel will offer transportation to shelter to those living on the streets, and will distribute blankets and other supplies to persons who decline to come into shelter. In addition, the vans will transport individuals from shelters that have exceeded capacity to shelters that have available beds. Outreach and transportation services, as necessary, will also be provided to those who have called an emergency assistance number for service.

In instances of extreme weather, DHS will coordinate with the Homeland Security and Emergency Management Agency (HSEMA) to provide vital transportation for persons in need.

In addition to current shelters and other drop off and pick up locations, DHS continues its search for a downtown service center. ICH staff and member agencies are working with private sector partners to identify a location for this service center. If the service center opens during the FY2017 hypothermia season, there will be adjustments made to the transportation schedule to include the downtown service center. If these changes occur, as mentioned above, all appropriate parties will be notified and the new schedule will be advertised with all shelters and service providers.

SCHEDULED TRANSPORTATION FROM WOMEN'S SHELTERS: MORNING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, women who are shelter residents at Nativity Shelter receive Metro tokens for transportation. Women who are residents at the Harriet Tubman shelter and the New Covenant Baptist Church will be transported to programs as shown in the following schedule. Note that all destinations for

morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Table 5: Scheduled Transportation from Women’s Shelter (Morning)

Pick Up Time	Location	Destination(s)
6:30 a.m.	New Covenant Baptist Church 1301 W Street, SE (hypothermia night shelter only)*	Bethany Women’s Center @ N St Village
6:30 a.m. 7:15 a.m.	Community of Christ, 3526 Massachusetts Ave, NW Pat Handy Women’s Shelter, 810 5 th St, NW Sherwood Recreation Center, 640 10 th St, NE	Bethany Women’s Center @N St Village So Others Might Eat (SOME) (71 O St, NW)
6:30 a.m. 7:15 a.m. 8:15 a.m.	Harriet Tubman at D.C. General, Building 27	Union Station; So Others Might Eat (SOME) (71 O Street, NW); Bethany Women’s Center @ N St Village
*This site does not remain open after 7:00 a.m. during daytime hypothermia alerts, so transportation from the New Covenant Baptist Church is provided only during daytime hypothermia alerts. On alert mornings, the Hotline will call this site to determine if service is needed. Pickups are made only when there are women at this site who request transportation.		

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in this Transportation section.

SCHEDULED TRANSPORTATION TO WOMEN’S SHELTERS: EVENING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the evening, women who are shelter residents at Nativity Shelter will be transported to Nativity Shelter from the Sacred Heart Church. Additionally, women will be transported from the corner of 9th and G Streets NW (MLK Library) to Harriet Tubman, and to the New Covenant Baptist Church.

Table 6: Scheduled Transportation to Women’s Shelter (Evening)

Pick Up Time	Location	Destination
2:00 p.m. (Alert nights ONLY)	Bethany Women’s Center @ N St Village	Pat Handy Center, Harriet Tubman at D.C. General
2:00 p.m. (Alert nights ONLY)	SOME	Pat Handy Center, Harriet Tubman at D.C. General

6:30 p.m.	Sacred Heart Church 16 th Street and Park Road, NW	Nativity Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	9 th & G Streets, NW (MLK Library)	Pat Handy Center, Harriet Tubman at D.C. General; New Covenant Baptist*
*Transportation to the New Covenant Baptist Church is provided only during hypothermia alerts.		

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

SCHEDULED TRANSPORTATION FROM MEN’S SHELTERS: MORNING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the morning, men will be picked up from the Adams Place, 801 East, and New York Avenue shelters and dropped off at various locations in the downtown area. Additionally, men will be picked up in the morning from the Banneker Recreation Center and Salvation Army and dropped off at SOME during hypothermia alerts only. Note that all destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific site.

Table 7: Scheduled Transportation from Men’s Shelter (Morning)

Pick Up Time	Location	Destination(s)
6:30 a.m. 7:15 a.m. 8:15 a.m.	2210 Adams Place, NE	SOME (71 O Street, NW);
6:30 a.m. 7:15 a.m. 8:15 a.m.	801 East Shelter, 801 Making Life Better Lane, St. Elizabeth’s Hospital Campus, 2700 Martin Luther King, Jr. Ave., SE	Union Station; SOME; 9 th & G Streets, NW (MLK Library)
6:30 a.m. 7:15 a.m. 8:15 a.m.	1355-57 New York Avenue, NE	SOME
6:30 a.m. 7:15 a.m.	Kennedy Recreation Center, 1401 7 th street NW	SOME
6:30 a.m.	Banneker Recreation Center* 2500 Georgia Avenue, NW	SOME
6:30 a.m.	Salvation Army*	SOME

	3335 Sherman Ave NW	
8:30 a.m.	MLK Library at 9 th & G Streets, NW	Thrive DC - St. Stephen's 1525 Newton Street, NW
* These sites do not remain open after 7:00 a.m. during daytime hypothermia alerts, so transportation from the Banneker Recreation and Salvation Army is provided only during daytime hypothermia alerts.		

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

SCHEDULED TRANSPORTATION TO MEN'S SHELTERS: EVENING SCHEDULES

It is important to note that all times listed on the schedules are estimates and are subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern, especially during the winter season.

In the evening, men will be picked up from the MLK Library and transported to Adams Place, 801 East, and New York Avenue shelters.

Table 8: Scheduled Transportation to Men's Shelter (Evening)

Pick Up Time	Location	Destination(s)
1:00 p.m. (Alert nights ONLY)	SOME	2210 Adams Place, NE; 1355-57 New York Avenue, NE; 801 East Shelter
6:45 p.m.	Sacred Heart Church 16 th Street and Park Road, NW	9 th & G Streets, NW (MLK Library)
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	2210 Adams Place, NE
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	801 East Shelter
6:30 p.m. 7:15 p.m. 8:15 p.m.	MLK Library at 9 th & G Streets, NW	1355-57 New York Avenue, NE

Accessible transportation for persons with disabilities is provided upon request.

Unscheduled (on-demand) transportation outside of the schedules listed above is limited, and is subject to the conditions noted earlier in the Transportation section.

SCHEDULED TRANSPORTATION FOR FAMILIES

There is no scheduled transportation for families during the hypothermia season. Daily, VWFRC will notify UPO of families that need transportation services to and from VWFRC.

This transportation is only provided on days/evenings when a hypothermia alert has been called and only for families who have been determined eligible for shelter (or have an Interim Eligibility designation) and have been given a specific placement designation.

If they are in need of transportation, families who have been given a placement referral and are awaiting a placement designation may remain at 920 Rhode Island Avenue, NE until transportation is provided.

Accessible transportation for persons with disabilities is provided upon request.

VI. SERVICES COORDINATION

FOOD AND CASE MANAGEMENT SERVICES FOR FAMILIES AND INDIVIDUALS

Food service for families at the D.C. General shelter will, at a minimum, include two meals a day. In motels where 100% of units are contracted for overflow, the motels will provide breakfast, and a hot dinner meal will be served on site via contract with an outside vendor. In facilities where meal service is not possible, DHS will work to the maximum extent possible to ensure rooms are equipped with microwaves and refrigerators. Gift cards and/or other forms of financial assistance for food will be provided as needed on a case-by-case basis, and motels will be supplied with non-perishable snacks to help in the case of late night placements and emergency situations. In all cases, information regarding provision of meals and food resources will be discussed with families at the time of placement.

For individuals, evening meals are provided nightly at the year-round, seasonal shelters, alert night, and overflow shelters. Additional meals are provided to sites which are open during the daytime when a Cold Weather Emergency is in effect.

Case management for families placed at the D.C. General shelter or the apartment style units will be provided by on-site case management staff. Families placed in motel(s) will receive case management services from DHS staff.

OUTREACH AGENCIES

The District government contracts with a number of agencies to provide outreach services during hypothermia season and extreme weather conditions. The ICH facilitates a work group comprised of these District-funded outreach providers, privately funded outreach teams, and the outreach specialists at the Department of Human Services and the Department of Behavioral Health to ensure community resources are strategically deployed and effectively coordinated.

The outreach agencies provide a vital function in our homeless services system, working to engage vulnerable individuals and connect them to shelter and housing resources. Through this engagement process, the teams provide an array of services, including routine safety checks and the provision of essential survival items (e.g., food, water, blankets, hats, gloves, socks, thermal underwear) for clients that are not yet willing or able to come into shelter, connection to shelter and support services for clients willing and able to accept assistance, and crisis evaluation to determine when additional measures (e.g., involuntary evaluation) are needed to protect individuals from cold weather injury.

An Important Message to Volunteers During Hypothermia Season

Community members, faith-based groups, and other volunteer organizations that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at The Community Partnership at 202-543-5298 to allow the District to better coordinate these donations and activities. The District welcomes volunteers, but wants to ensure

groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors.

Calls for information regarding outreach services should be directed to the DC Shelter Hotline at 202-399-7093 or the Mayor's Call Center at 311. The Mayor's Call Center staff will link callers to the appropriate outreach providers based on the caller's location. As additional information regarding outreach providers becomes available, it will be posted on the Interagency Council on Homelessness website at www.ich.dc.gov

POLICE AND OUTREACH PROVIDERS COOPERATION

The Metropolitan Police Department (MPD) is committed to assisting homeless outreach agencies and workers who wish to enter a vacant building to engage a person who is homeless whenever there is a safety risk in the opinion of the outreach representative. Assistance from MPD may be obtained by calling 911.

MPD officers also play an important role in protecting vulnerable individuals that are unable or unwilling to go inside during extreme cold weather situations. In addition to physicians, licensed psychologists, and DBH officer-agents, MPD officers are also authorized to execute an FD-12 when required to keep an individual safe from hypothermia or other cold weather injury. Because DBH officer-agents may not be available on a 24-hour cycle, MPD officers can be enlisted to assist with involuntary detention and transport as needed.

MENTAL HEALTH SERVICES

If a service provider is concerned about a client's mental health stability, a request may be made to the Homeless Outreach Program (HOP) of the Department of Behavioral Health (DBH). The HOP will attempt to link or re-link the consumer to mental health services or provide a crisis assessment and initiate the appropriate intervention. DBH staff will provide outreach workers with orientation, training, and written materials to increase their understanding of psychiatric impairments and how to make an initial determination whether DBH involvement is needed. The overarching goal is to protect the health and safety of the consumer, especially during severe weather conditions.

HOP services are available on Monday through Friday from 9:00 a.m. until 9:00 p.m., with some availability until 11:00 p.m. The telephone number for the HOP is 202-673-9124. DBH also has a Mobile Crisis Service (MCS) that is available seven days per week from 9:00 a.m. until 1:00 a.m. The MCS telephone number is 202-673-9300. The DBH Access Helpline is staffed to take phone calls 24 hours a day at 1-888-793-4357.

HEALTH SERVICES AND DETOXIFICATION SERVICES

Unity Health Care (UHC) operates year-round clinics at various shelter locations, including Federal City Shelter, 801 East Shelter, New York Avenue Shelter, and the Pat Handy Center. It also operates a mobile medical outreach van for non-sheltered persons who are homeless. Persons in need of non-emergency medical care or treatment who are able to wait until the clinics open the next day will be referred to UHC

for follow-up. The D.C. Fire and Emergency Medical Services Department should be contacted for persons in need of emergency health care and/or immediate transport to a hospital.

Detoxification at a facility under contract with DBH, as listed below, will be available for those requiring it.

Table 9: Detoxification Facilities

Name of Center	Location	Number
Seton House (Providence Hospital)	1053 Buchanan St., NE	(202) 269-7649
Psychiatric Institute of Washington	4228 Wisconsin Avenue NW	(202) 885-6510

The Metropolitan Police Department (MPD) is responsible for transporting persons in need of detoxification facilities.

SERVICES FOR LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUESTIONING (LGBTQ) COMMUNITY

The District is committed to ensuring the safety and well-being of all persons served by the Homeless Services Continuum of Care. Gender expression, gender nonconformity, or the fact that a person is transgender may not be used as a factor by District government agencies or providers funded by the District government in determining access to programs and services. Without exception, all persons who are eligible to receive homeless services in the District of Columbia may receive services at a facility serving persons of the gender with which he/she identifies regardless of the sex assigned at birth, whether or not he/she has had medical procedures to align his/her physical bodies with his/her gender expression.

In sex-segregated facilities, the service provider, in consultation with the client, will make individualized decisions about where to place the client based on the level of comfort, safety, and degree of privacy required to preserve physical and mental wellbeing. Low Barrier, Seasonal, Hypothermia, and Overflow Shelter providers who are not able to make an appropriate accommodation for safety or privacy concerns onsite should contact the DC Shelter Hotline at 202-399-7093 so that the client may be transported to a facility that can make such an accommodation. Clients waiting for a pickup by UPO must be provided with a safe location in which to wait.

For more information on the District of Columbia Homeless Services Continuum of Care Policy on Serving Transgender and Gender Nonconforming Clients, please visit TCP’s website at <http://www.community-partnership.org/>.

SERVICES FOR THE LATINO COMMUNITY

Printed materials will be provided in Spanish for distribution to organizations that primarily serve the Latino community. The District’s Office of Latino Affairs (OLA) will be requested to assist in the distribution of these materials. Two (2) bilingual (English-Spanish) outreach workers will work from Neighbors’ Consejo to conduct outreach in the Columbia Heights and Mt. Pleasant areas in Ward One. The District Shelter Hotline will seek to have bilingual staff at the Hotline office, and it will seek to hire a bilingual driver to operate one

(1) of the vans that will be on the street this winter. UPO will have access to interpretation services for Spanish-speaking callers through Language Line Services at 1-800-367-9559.

As cited in the section above, the District is committed to ensuring the safety and well-being of all persons served by the Homeless Services Continuum of Care. All individuals, regardless of legal status, will be provided access to shelter to prevent cold weather injury.

INTERPRETATION SERVICES

Interpreters are available through Language Line Services, a professional, telephone-based interpretation service that provides interpreter assistance in more than 140 languages, seven days a week, 24 hours a day. UPO has access to Language Line Services through a toll free number made available by DHS, 1-800-367-9559.

SUPPLIES

TCP works closely with volunteers and nonprofit agencies to secure supplies for distribution and use during the hypothermia season. An ample inventory of other supplies will also be on hand, namely, sleeping bags and essential items to guard against the effects of the cold such as hats, gloves, scarves, socks, and thermal underwear. TCP and the UPO hypothermia staff will coordinate the retrieval and storage of all supplies. Any provider seeking supplies should contact the DC Shelter Hotline directly.

TRAINING

Training for outreach workers and shelter providers on the District's hypothermia season protocol will be conducted by TCP in conjunction with DHS. All agency directors or designated staff directly involved in the provision and management of hypothermia-related services will be required to attend an initial review of protocols, processes, communications, and responsibilities related to the upcoming hypothermia season.

Ongoing hypothermia-related training opportunities, including training on customer service topics and the Homeless Services Reform Act (HSRA), will be offered during the season at times and places that are convenient for staff members involved in the provision of hypothermia services.

VII. UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

While the needs and circumstances of vulnerable youth are well understood in a general sense, the District – like most communities around the country – has not had the data on unaccompanied youth needed to truly drive planning efforts. Over the past year, members of the ICH youth subcommittee have been working hard to both increase and elevate the services available to youth experiencing homelessness in the District. In addition to launching a system of coordinated entry for youth, the subcommittee conducted the first-ever youth census in fall 2015, is preparing for a second youth census in fall 2016, and has also been laying the groundwork to develop a youth strategic plan. This plan is anticipated to be approved in December of this year.

While the winter plan outlines a strategy to ensure youth are safe from cold weather injury during the upcoming hypothermia season, our current efforts to document the needs of this population will allow us to better address gaps in our service system and ensure we are increasingly more equipped to meet capacity needs moving forward.

OUTREACH SERVICES FOR UNACCOMPANIED MINORS AND TRANSITION AGED YOUTH

Youth-focused outreach is conducted year-round by Sasha Bruce Youthwork, Covenant House Washington, Latin American Youth Center, and StandUp for Kids. In addition to the youth-focused outreach providers, there are street outreach organizations that cover catchment areas across the city. These outreach organizations engage with all persons experiencing street homelessness in their respective catchment areas regardless of age.

With the launch of the youth coordinated entry system, the best way to connect a youth experiencing homelessness to emergency services is by contacting the 24 Hour Runaway and Homeless Youth (RHY) Hotline, currently managed by Sasha Bruce Youthwork, at (202) 547-7777.

PROTOCOL FOR SERVING UNACCOMPANIED MINORS (<18 YEARS OF AGE)

The system for assessing and responding to the needs of unaccompanied children under the age of 18 is fundamentally different from the systems that are in place for adults and families. When an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community, the person making the identification should immediately call or should ensure that a call is made immediately to the 24 Hour Runaway and Homeless Youth (RHY) Hotline, currently managed by Sasha Bruce Youthwork, at (202) 547-7777.

RHY Hotline staff will identify a staff person to pick up the minor within 30 minutes, conduct an initial screening, and determine appropriate next steps in accordance with the District's Youth Coordinated Assessment Protocol and the District's Framework for Serving Unaccompanied Minors.

CAPACITY FOR UNACCOMPANIED MINORS (<18 YEARS OF AGE)

In FY2016, the District had ten dedicated beds for unaccompanied minor children. Four of the beds are funded via the Federal Runaway and Homeless Youth Program. In FY2016, the average length of stay in

these beds was a little over four weeks. Accordingly, these beds will serve just over 50 minors over the course of a year.

The other six beds are funded by the District. According to the District’s Framework for Serving Unaccompanied Minor Children, shelter and reunification services for unaccompanied minors may be provided by the homeless services system for up to three days without parental or court approval, and for up to two weeks with parental or court approval. Using an average two week length of stay, these beds will be able to provide shelter for an estimated 156 youth over the course of the year.

Taken together, the beds in our system dedicated to unaccompanied minors will serve an estimated 206 youth per year – an average of 17 youth per month.

Table 10: System Capacity –Unaccompanied Minor Children (Under 18)

Type of Bed	FY17 (Anticipated Capacity)
Runaway and Homeless Youth Beds	4
Annual Turnover Rate	12.6
Annual Capacity	50.4
Locally Funded Crisis Beds*	6
Turnover Rate	26
Annual Capacity	156
System Capacity: Average Annual Placements	206.4
System Capacity: Average Monthly Placements	17.2
*To address a gap in the homeless services system for pregnant and parenting minors, the FY2016 budget included \$500,000 in local funds for the Department of Human Services to create a pilot project to support minor headed households experiencing a housing crisis. In addition to the beds listed in this chart, the funding will support approximately 10 additional beds for pregnant or parenting minors. As of the drafting of this plan, a provider for this project had been selected; the beds are expected to come online before the start of hypothermia season.	

OVERFLOW CAPACITY FOR UNACCOMPANIED MINOR CHILDREN

It is important to note that annual capacity does not account for day-to-day fluctuations. In the case of an emergency situation where an unaccompanied minor presents or is referred, a responsible family member in a safe location cannot be identified before night, and no crisis beds are available, the District of Columbia will work with youth service providers to provide contracting authority for overflow capacity.

TRANSITION AGED YOUTH 18 TO 24 YEARS

In recent years, the District has invested resources to increase dedicated programming for Transition Aged Youth (TAY) aged 18 to 24. Between FY2015 and FY2016, the District added a significant number of transitional housing units, including units specifically earmarked for LGBTQ youth, raising the total number

of dedicated transitional beds to 150 (see Table 11 below). In addition, 16 hypothermia beds were added to provide overflow capacity for vulnerable youth, for a total of 43 TAY shelter beds. Currently, these resources are often used somewhat interchangeably as providers work to find youth the first available placement. Taken together, these beds will allow us to serve a projected 339 TAY per year – an average of nearly 30 placements per month.

Table 11: System Capacity –Transition Aged Youth (18 – 24)

Type of Bed	FY17 (Anticipated Capacity)
TAY Shelter Beds	43
Annual Turnover Rate	3.0
Annual Capacity	129
TAY Transition Housing Units	150
Annual Turnover Rate	1.4
Annual Capacity	210
System Capacity: Average Annual Placements	339
System Capacity: Average Monthly Placements	28

OVERFLOW CAPACITY FOR TRANSITION AGED YOUTH

Although targeted programming that meets the unique developmental needs of young adults is preferable, in instances where no dedicated beds are available, TAY can access shelter at all Year-Round, Seasonal, Alert Night, and Overflow Shelters in the District. In such cases, the youth will be transferred to a dedicated TAY resource as it becomes available.

VIII. COMPLAINTS & GRIEVANCES

HOMELESS SERVICES MONITORING

DHS monitors shelter operations year-round to ensure that clients are being served well and to note any corrective actions that must be taken. When corrective actions are required, these actions must be accomplished within a given time, and DHS will confirm that they have been completed.

Customers with specific concerns may report an incident or file a complaint with the Homeless Services Monitoring Unit by calling its 24-hour customer service number, 202-673-4464, or by submitting an online form at <http://dhs.dc.gov/page/shelter-monitoring>.

APPENDIX A: SHELTER LOCATIONS

As discussed throughout this plan, overflow shelter locations are only open if additional capacity is needed. The sites are not listed to prevent individuals from accidentally seeking shelter at closed sites.

Table 12: Men's Shelter: Year-Round 12-Hour Low Barrier Sites

Name of Shelter	Location	Telephone
New York Avenue Shelter	1355-57 New York Ave., NE	(202) 832-2359
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317

Table 13: MEN'S SHELTER: SEASONAL & HYPOTHERMIA LOCATIONS

Name of Shelter	Location	Telephone
Sacred Heart Church	16 th Street and Park Road, NW	(202) 588-5031
801 East Shelter	801 Making Life Better Lane, SE	(202) 561-4014
Community for Creative Non-Violence (CCNV)	425 Second Street, NW	(202) 393-1909
Salvation Army	3335 Sherman Ave NW	(202) 829-0100
Banneker Recreation Center	2500 Georgia Avenue, NW	(202) 588-5031
Adams Place Shelter	2210 Adams Place, NE	(202) 832-8317
Kennedy Recreation Center	1401 7 th Street NW	(202) 588-5031

Table 14: WOMEN'S SHELTER: YEAR-ROUND 12-HOUR LOW BARRIER SITES

Name of Shelter	Location	Telephone
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Harriet Tubman, D.C. General Building 27	1900 Massachusetts Ave., SE	(202)-795-9966
Patricia Handy Place for Women	810 5th Street, NW	(202) 733-5378

Table 15: WOMEN'S SHELTERS: HYPOTHERMIA & SEASONAL SHELTERS

Name of Shelter	Location	Telephone
New Covenant Baptist	1301 W Street, SE	(202) 588-5031
Nativity Shelter	6010 Georgia Avenue, NW	(202) 487-2012
Sherwood Recreation Center	640 10 th St, NE	(202) 698-3075
Community for Creative Non-Violence (CCNV)	425 2 nd Street, NW	(202) 393-1909

Community of Christ	3526 Massachusetts Ave, NW	(202) 588-5031
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Table 16: FAMILY SHELTER

Name of Shelter	Location	Telephone
D.C. General Main Building	1900 Massachusetts Avenue, SE	(202) 547-5702

APPENDIX B: YOUTH PROVIDERS

Table 17: Outreach and Hotlines

Agency Name	Program Name	Contact Information
Latin American Youth Center	Street Outreach	202-319-2624
Sasha Bruce Youthwork	Emergency Hotline	202-547-7777
Sasha Bruce Youthwork	Street Outreach	202-675-9340
StandUp for Kids	Street Outreach	202-905-3898
Covenant House Washington	Outreach	202-610-9600/9670

Table 18: Emergency Shelter for Youth

Agency Name	Program Name	Population Served
Casa Ruby	LGBTQ Youth Transitional Housing	Unaccompanied LGBTQ Youth Aged 18 to 24
Catholic Charities	Youth Transitional Program	Male Unaccompanied Youth Aged 18 to 24
Covenant House Washington	Rites of Passage	Unaccompanied Youth Aged 18 to 24 and Families Headed by a Youth Aged 18 to 24
Latin American Youth Center	Extended Living Program	Unaccompanied Youth Aged 18 to 24 and Families Headed by a Youth Aged 18 to 24
Latin American Youth Center	Hopes House	Unaccompanied Youth Aged 18 to 24
Sasha Bruce Youthwork	Bruce House	Minor Children
Sasha Bruce Youthwork	Independent Living Program	Unaccompanied Youth Aged 18 to 24
Sasha Bruce Youthwork	Transitional Living Program	Unaccompanied Minors and Youth Aged 18 to 24
Wanda Alston House Foundation	Wanda Alston House	Unaccompanied LGBTQ Minors and Youth Aged 16 to 24
Latin American Youth Center	LGBTQ Youth Transitional Housing	Unaccompanied LGBTQ Youth Aged 18 to 24

ACKNOWLEDGEMENT

Acknowledgement is given to the members of the Emergency Response and Shelter Operations (ERSO) Committee of the District of Columbia Interagency Council on Homelessness and others who worked on the development of this document.

DISTRICT OF COLUMBIA Protocol for the Disposition of Property Found on Public Space and Outreach to Displaced Persons

I. PURPOSE

The purpose of this Protocol for the Disposition of Property Found on Public Space and Outreach to Displaced Persons (“Protocol”) is to establish responsibilities and procedures for the Government of the District of Columbia (“District”) for disposition and, where appropriate, protection of property, including personal property, discovered during government cleanups and inspections of bridges and tunnels and other public spaces that are known or discovered to be frequented by individuals who are experiencing homelessness. It is also to outline an approach that seeks to assist these individuals to better stabilize their living condition by conducting outreach and offering certain support services including temporary shelter and permanent housing placements when they are available, applicable, and the individual is interested in receiving these services.

The Protocol is intended to provide direction to the agencies involved in inspecting and cleaning those areas of public space frequented by homeless individuals. This protocol does not create any enforceable third party rights on behalf of any member of the public or any individual whose property may be the subject of this protocol.

II. BACKGROUND

The District, in an effort to maintain and improve the quality of life of its communities, performs certain functions such as inspecting bridges and tunnels and cleaning public space areas to maintain the District as a clean and safe place. Property that is owned by individuals who are experiencing homelessness may be found in public space areas.

As part of the District's ongoing efforts to work with persons who are experiencing chronic homelessness, the District remains committed to providing support to persons affected by the cleanup of these public spaces. Through outreach and the provision of human services, the District seeks to move affected persons to more appropriate and permanent housing solutions when they are available, applicable, and the individuals are interested in receiving these services.

III. RELEVANT AGENCIES AND ROLES

The Department of Human Services (DHS) under the Office of the Deputy Mayor for Health and Human Services (DMHHS) serves as the lead entity responsible for overseeing, tracking, and coordinating the implementation of the Protocol, as well as providing outreach services to individuals who are experiencing homelessness at identified sites. DHS is also responsible for coordinating monthly meetings with primary agencies to discuss locations to be prioritized for implementation of the Protocol.

The primary District agencies responsible for implementing the Protocol include the following:

- Department of Behavioral Health (DBH) - Responsible for providing outreach services to

individuals displaying mental health issues at identified sites, completing surveys of reported locations, and providing information back to DHS.

- Department of Transportation (DDOT) - Responsible for maintaining public space in general and for inspecting District-owned bridges and tunnels at least every two (2) years. Responsible for posting and removing notification signs of a pending disposition and for issuing notices of infraction. Responsible for providing traffic control services as requested during the scheduled time to clear property from the identified site (“cleanup”).
- Department of Public Works (DPW) - Responsible for collecting and disposing of debris when a cleanup is underway.
- Metropolitan Police Department (MPD) – Responsible for providing security when a cleanup is underway.
- DMHHS – Responsible for providing support, when needed, with interagency coordination. Responsible for providing oversight of DHS to monitor adherence to Protocol.

In addition to those listed above, the following agencies may also be contacted to participate in the Property Disposition process and provide supportive services when appropriate:

- Non-governmental organizations providing homeless outreach services;
- Child and Family Services Agency (CFSA);
- Department of Health (DOH);
- Department of Parks and Recreation (DPR);
- DC Office on Aging (DCOA);
- District of Columbia Water and Sewer Authority (DC Water) (independent);
- Homeland Security and Emergency Management Agency (HSEMA);
- Department of Consumer and Regulatory Affairs (DCRA);
- Department of General Services (DGS); and
- The Mayor’s Office of Community Relations and Services (MOCRS).

IV. RELEVANT AUTHORITY

District of Columbia statutes and regulations providing authority to clean up and dispose of property that is owned by individuals who are experiencing homelessness and left in the public space:

- The District government may conduct any or all operations involved in collecting and disposing of city refuse (D.C. Official Code § 8-741).
- DPW is delegated authority to collect and dispose of city refuse of every kind (Mayor's Order 2006-145).
- Prohibiting the occupancy of public space without a permit (24 DCMR § 100.1).
- No person or persons shall set up, maintain, or establish any camp or any temporary place of abode in any tent, wagon, van, automobile, truck, or house trailer, of any description, or in any combination, on public or private property, without the consent of the Mayor of the District of Columbia (24 DCMR § 121.1).
- D.C. Official Code § 50-921.19(d):
 - (1) Where a violation of this subchapter or a rule promulgated under the authority of this

subchapter presents an actual or potential hazard to the public, the Director may summarily remove private property unlawfully occupying public space, repair damage to the public space caused by the violation, and take action to protect the public from the effects and potential effects of the violation. If such action is taken by the Director, the Director shall issue a notice of infraction pursuant to the Civil Infractions Act.

- (2) In addition to the information required under § 2-1802.01(b), the notice of infraction shall include the following information: (A) A description of the action taken by the Director; (B) The amount the respondent must pay pursuant to subsection (f) of this section; provided, that the Director may recover the costs and expenses authorized by subsection (f) of this section, or any portion of those costs and expenses, through a separate notice of infraction; (C) A statement that the respondent has a right to request an expedited hearing by making this request in writing within 5 days after service of the notice; (D) The method by which the respondent may recover property removed from the public space, if any; and (E) The deadline by which the respondent must recover the property. (3) If a respondent has requested an expedited hearing, the Office of Administrative Hearings shall conduct the hearing within 72 hours after receipt of the request.

V. APPLICATION OF THE PROTOCOL

The Protocol applies to property that is left in the public space maintained by the Government of the District of Columbia.

The Protocol does not apply to any property that is left in the public space located on federal property, including National Park Service land, WMATA property, or private property. Such cases shall be referred to the National Park Service, other appropriate federal or interstate entity, or property owner. District agency personnel, however, may provide outreach to the individuals experiencing homelessness at the site.

The Protocol applies when the property left in the public space presents a security, health, or safety risk, interferes with community use of public space, or becomes a significant community nuisance. All sites should be reported to DHS. If initial notification is made to another government agency, it shall refer the matter to DHS to initiate the site survey process. Upon notification of a reported site, DHS will conduct or request that DBH conduct a site survey using a survey tool within three business days to determine whether the site satisfies the requirements to apply the Protocol.

As part of the site survey, DHS or DBH will contact District agencies and/or non-governmental entities that may have familiarity with the individuals experiencing homelessness at the site and who may be able to provide additional facts or background on the site in question.

After the site survey, if it is determined that the Protocol applies as defined above, DHS/DBH will determine whether the site requires standard or immediate disposition. DMHHS will maintain a list of all reported sites including the outcome of the site survey, whether standard or immediate disposition is recommended, and the status of the Protocol implementation.

Following the site survey, DHS is responsible for communicating with the referral source the outcome of the site survey and the District's next steps.

Persons reporting sites on Federal property will be informed that the District does not have jurisdiction of the reported location; nonetheless, notification will be provided to Federal partners at the National Park Service and the U.S. Park Police for management. Any reports of sites located on WMATA property or private property, also outside of the District's jurisdiction, will be advised to contact MPD for guidance.

Sites that do not meet the threshold to apply the Protocol will be surveyed on a bi-weekly basis, or as needed, to determine if there are changes in classification; such findings will be provided to the initial referral source, upon request.

VI. STANDARD DISPOSITION

A. Notice

For standard disposition, DHS will contact the primary District agencies and provide those agencies with as much of the following information as possible:

- The name and location of the public space where the individuals and/or property are located;
- The name(s) of and contact information for all government personnel who have inspected the site;
- Any information that is relevant to setting a proposed date for a cleanup;
- The location of any property at the site;
- The types and volume of property at the site;
- The number of adults and children who may be impacted; and
- Identification of social services that may be required including temporary shelter and permanent housing placements when they are available, applicable, and individuals are interested in receiving these services.

DHS will mobilize the appropriate resources necessary to address the circumstances presented by each site. When practicable, assigned representatives from the relevant support agencies listed in Section III will be notified for inclusion before taking action that may affect property found at each site.

(1) Initial Notice

Fourteen (14) days prior to the planned action to conduct a cleanup, DDOT shall post notices/signs conspicuously throughout the immediate vicinity of the public space to be cleaned ("Initial Notice"). The Initial Notice shall contain the following information:

- The designated area to be cleaned;
- The specific date and time by which persons must remove their property from the site before cleanup begins ("on or after date");
- A statement that any items not removed by the cleanup deadline are subject to removal and disposal; and
- Contact numbers of support agencies including DHS, DBH, the Community Partnership for the Prevention of Homelessness, and the Washington Legal Clinic for the Homeless.

Twenty-eight (28) days after it is posted, the Initial Notice becomes invalid and must be reposted to effectuate another cleanup.

(2) Final Notice

Upon confirming the date and time when property will be cleared and at least forty-eight (48) hours before the confirmed scheduled cleanup, DDOT will update the Initial Notice with the scheduled cleanup date and time. This updated Initial Notice shall constitute the "Final Notice." Should the cleanup date be changed or delayed, beyond the posted time, DDOT will update the Final Notice at least forty-eight (48) hours in advance of the new cleanup date. Additionally, DHS and/or DBH outreach workers will make every effort to share this information verbally with anyone at the site to ensure those who are unable to read or have difficulty comprehending the information are made aware of the impending cleanup action.

No cleanup shall be effectuated absent posting of a Final Notice at least forty-eight (48) hours prior to the cleanup time, provided no emergency exists that would require the immediate removal of property.

(3) Removal of Signs

DDOT shall be responsible for removing any and all notification signs twenty-eight (28) days after installation.

B. Outreach

DHS will coordinate outreach efforts at any location to be cleaned. Other agencies (DBH, DOH/APRA, CFSA, and DCOA) will participate in the outreach efforts as necessary and offer relevant services to the individuals experiencing homelessness, including temporary shelter and permanent housing placements when they are available, applicable, and the individual is interested in receiving these services. The purpose of the outreach is to attempt to address the needs of these individuals and to track the impact of cleanup efforts on their well-being.

Upon a decision to conduct a cleanup at a public space site, District agencies will take reasonable steps to allow the affected individuals to voluntarily remove their personal property by allowing at least fourteen (14) days to do so, provided no emergency exists that would require the immediate removal of the property. Outreach teams from DHS and DBH or other community partners, when applicable, will visit the site to engage and support persons experiencing homelessness by offering to connect them with shelter and/or housing options and relevant services. If any persons at the site have not yet had a Service Prioritization Decision Assistance Tool (SPDAT) survey conducted, the outreach teams will offer to complete the survey with that person and explain its significance in securing housing.

If a housing placement has not been secured prior to the scheduled cleanup of the site, efforts will continue to be made to locate safe short-term housing or shelter options prior to any cleanup occurring. Outreach workers will continue to work with affected individuals experiencing homelessness in an effort to secure housing placement to individuals interested in receiving these services.

Concurrently with the posting of any Initial Notice and Final Notice, DHS will, by e-mail, notify the Interagency Council on Homelessness (“ICH”) Outreach Workgroup Chair (or delegate) when a cleanup is scheduled. The Outreach Workgroup Chair (or delegate) will be responsible for sharing the information with the applicable outreach team(s) assigned to the area.

No cleanup shall be effectuated absent notification to the ICH Outreach Workgroup Chair (or delegate) at least forty-eight (48) hours prior to the cleanup time, provided no emergency exists that would require the immediate removal of property.

C. Removal of Property

On the morning of the scheduled cleanup, DHS will provide containers or bags to all individuals experiencing homelessness present for storage of their belongings, including two 40-gallon storage boxes/bins. Requests for containers or bags to be provided prior to the morning of the scheduled cleanup will be addressed on a case by case basis.

During any cleanup, the District shall retain and store all items that are able to be contained within the two 40-gallon storage boxes/bins for sixty (60) days, unless the property in question are:

- Live animals
- Illegal items
- Infested with bugs
- Explosives
- Wet or heavily soiled items
- Foods or liquids

DHS will arrive at the site one hour in advance of the scheduled cleanup to confirm everyone who is interested in packing belongings has the opportunity to do so.

In all cases, DHS shall ensure that these procedures are observed:

- DHS will maintain an inventory of any and all belongings stored.
- DHS shall not discard:
 - Any form of personal identification, including driver's licenses and passports; Social Security cards; photographs; financial, legal, or medical documents; or other documents of importance;
 - Any fully assembled and operational bicycle or non-motorized means of transportation;
 - Any functional tent that requires storage; or
 - Any permissible belongings designated by an individual for storage within the two provided 40-gallon box/bins, whether through placement in the box/bins, in black trash bags, or through other reasonable written or oral means.

D. Temporary Holding of Property

In the event that DHS or an individual designates items for temporary holding, property owners may

retrieve these items within sixty (60) days by contacting DHS at the number posted on the DDOT notice. Property owners must show adequate verification of ownership, including accurately describing the property in question. Upon request, DHS will arrange for items stored after a cleanup to be made available for pickup by the individual experiencing homelessness during normal government business hours, and for individuals that are moving into permanent housing, delivery options will be provided. Upon the expiration of the sixty (60) -day period or as soon as practicable thereafter, DHS may discard the items.

E. Post-Cleanup

Immediately following the cleanup of public space, DDOT will post a notice specifying that the area has been cleaned by the District and that any property left at the location is subject to removal. DDOT signs posted at the site will indicate where and how temporarily stored items may be retrieved and contact numbers for DHS, DBH, the Community Partnership for the Prevention of Homelessness, and the Washington Legal Clinic for the Homeless. DDOT shall be responsible for removing any and all notification signs twenty-eight (28) days after installation.

DHS shall notify all District agencies involved that the cleanup has occurred, so that each District agency may take any appropriate follow-up actions.

Following the cleanup of a site, DHS/DBH will be responsible for continual engagement of any affected individuals to offer District services as long as the individual is willing to accept them. If there are any pending issues that need to be addressed to secure the site, DHS will serve as the lead in coordinating these efforts.

VII. IMMEDIATE DISPOSITION

Assigned representatives from the primary District agencies listed above will be notified for inclusion in a Property Disposition Conference Call before an action is taken that may affect property on public space. However, if property alongside a bridge, tunnel, or other public space must be disposed of immediately due to an emergency, health risk, or safety risk, the conference call will take place as soon as practicable before or after the cleanup.

The goals of the conference call are to inform all appropriate District agencies of the details of the situation, provide the rationale for the immediate versus standard disposition of the Protocol, agree which support agencies should be involved, request appropriate support for individuals at the site who are experiencing homelessness, if applicable, and plan for any post-cleanup tasks.

For situations involving a security risk, DHS, or the agency tasked by DHS, shall contact MPD and MPD will take whatever action is necessary to immediately reduce a potential security threat or threat to public safety.

For situations involving a health or safety risk, DHS shall immediately convene a Property Disposition Conference Call with the appropriate agencies, which may include DBH, DOH, DDOT, DPW and DMHHS, to determine an immediate course of action to address the emergency and reduce any

potential risk to health or safety, and ensure appropriate support services and resources are rapidly deployed to affected individuals.

Immediately following the cleanup of public space, DDOT will post a notice specifying that the area has been cleaned by the District and that any property left at the location was removed. The notice will also indicate where and how temporarily stored items may be retrieved and contact numbers for DHS, DBH, the Community Partnership for the Prevention of Homelessness, and the Washington Legal Clinic for the Homeless. DDOT shall be responsible for removing any and all notification signs twenty-eight (28) days after installation. DDOT shall provide any additional notice or notices as may be required by law or regulation.

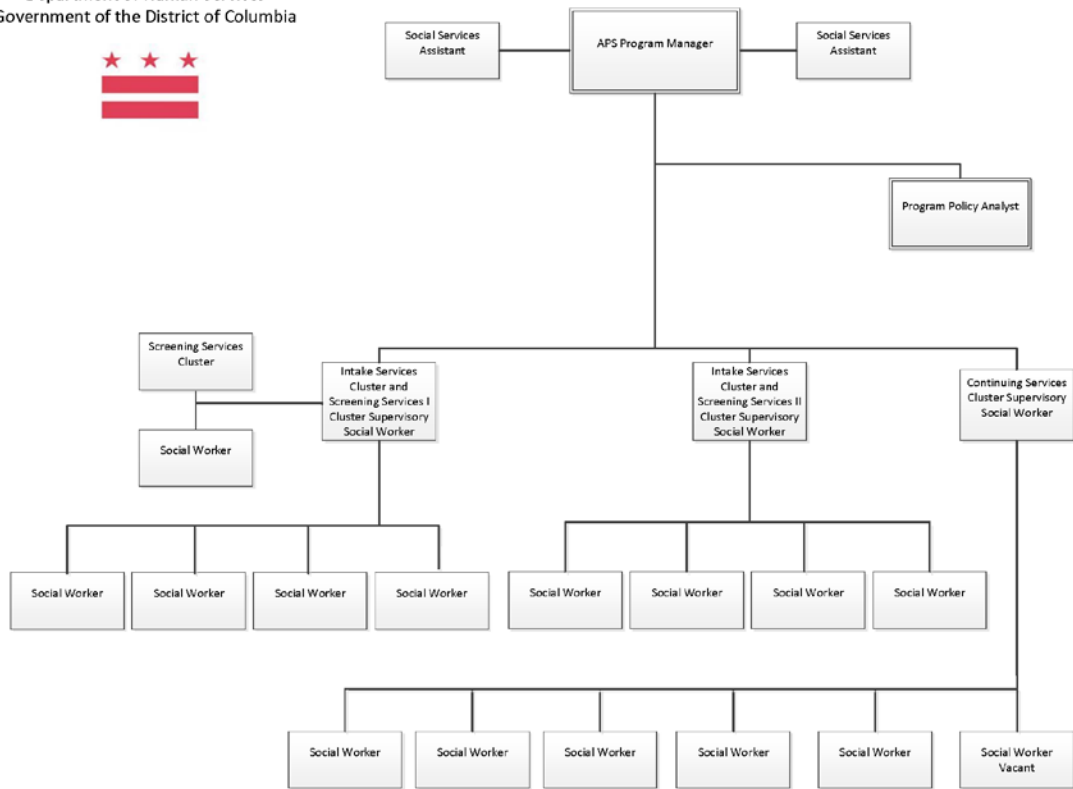
Pursuant to the authority granted to the City Administrator by Mayor's Order 2015-036, dated January 9, 2015, the officers, employees, departments, and agencies that are identified in this Protocol are directed to perform their roles, functions, and duties in the manner described therein, until such time as this Protocol is amended or revoked.



Rashad M. Young, City Administrator

11/21/2016
Date

Adult Protective Services
 Department of Human Services
 Government of the District of Columbia



HOARDING ASSESSMENT TOOL

By Randy Frost, Ph.D.

Telephone Screening:

Date referral received: _____

Worker receiving call: _____

Department: _____

Client name: _____

Age: _____

Address: _____

Type of dwelling: _____ Phone: _____

Referral Source (may be omitted to preserve confidentiality): _____

Phone: (____) _____ - _____

Household members: _____

Pets/animals? _____

Own/Rent: _____

Family or other supports: (include names and phone numbers) _____

Other Programs or private agencies involved: _____

Physical or Mental Health Problems of client: _____

Are basic needs being met (i.e. food/shelter)? _____

Clients' attitude towards hoarding _____ Will client allow access: _____

Description of Hoarding Problem: (presence of human or animal waste, rodents or insects, rotting food, are utilities operational, are there problems with blocked exits, are there combustibles etc.)

Other Problems/ Needs: _____

Initial Hoarding Severity Rating: None ___ Mild ___ Moderate ___ Severe ___

Others to Involve in Initial Assessment: _____

Condition of the Dwelling: (to be completed at the property)

Date: _____

Response Team Members and Phone numbers: _____

'Please indicate whether the following appliances/utilities are in working order.'

	Yes	No	Unknown		Yes	No	Unknown	
Stove/Oven	1	2	9		Fridge/Freezer	1	2	9
Kitchen sink	1	2	9		Bathroom sink	1	2	9
Washer/Dryer	1	2	9		Toilet	1	2	9
Electricity	1	2	9		Water heater	1	2	9
Furnace/Heat	1	2	9		Shower/Tub	1	2	9

Other:

'Please indicate the extent of each of the following problematic living conditions.'

	none	somewhat	severe	Comments
Structural damage to house	0	1	2	
Rotten food in house	0	1	2	
Insect or rodent infestation in house	0	1	2	
Large number of animals in house	0	1	2	
Animal waste in house	0	1	2	
Clutter outside of the house	0	1	2	
Cleanliness of the house	0	1	2	
Other (e.g. human feces)	0	1	2	

'Please indicate the extent to which each of the following safety problems exist.'

	Not at all	Somewhat	Very Much	Description
Does any part of the house pose a fire hazard? (e.g. unsafe electrical cords, flammable object next to heat sources like furnace, radiator, stove)	0	1	2	
How difficult would it be for emergency personnel to move equipment through the home?	0	1	2	
Are the exits from the home blocked?	0	1	2	
Are any of your stairwells unsafe?	0	1	2	
Is there a danger of falling due to the clutter?	0	1	2	

'Please indicate the extent to which clutter interferes with the ability of the client to do each of the following activities.'

<u>Activities of Daily Living</u>	N/A	Can do	Can do with difficulty	Unable to do	Comments
Prepare food (cut up food, cook it)	0	1	2	3	
Use refrigerator	0	1	2	3	
Use stove	0	1	2	3	
Use kitchen sink	0	1	2	3	
Eat at table	0	1	2	3	
Move around inside the house	0	1	2	3	
Exit home quickly	0	1	2	3	
Use toilet (getting to the toilet)	0	1	2	3	
Use bath/shower	0	1	2	3	
Use bathroom sink	0	1	2	3	
Answer door quickly	0	1	2	3	
Sit in your sofas and chairs	0	1	2	3	
Sleep in your bed	0	1	2	3	
Clean the house	0	1	2	3	
Do laundry	0	1	2	3	
Find important things (e.g. bills)	0	1	2	3	
Care for animals	0	1	2	3	

Client Assessment: (to be completed during an interview with the client)

Mental Health Issues: (e.g., Dementia; see guidelines) _____

Frail/ elderly or disabled: _____

Family and other social supports: _____

Financial status/ ability or willingness to pay for services: _____

Hoarding Interview (questions to ask the client):

1. Because of the clutter or number of possessions, how difficult is it for you to use the rooms in your home?

Not at all Difficult Mildly Moderately Extremely Difficult

2. To what extent do you have difficulty discarding (or recycling, selling, giving away) ordinary things that other people would get rid of?

No Difficulty Mild Moderate Extreme Difficulty

3. To what extent do you currently have a problem with collecting free things or buying more things than you need or can use or can afford?

No Problem Mild Problem Moderate Problem Severe Problem

4. To what extent do you experience emotional distress because of clutter, difficulty discarding or problems with buying or acquiring things?

No Distress	Mild Distress	Moderate Distress	Severe Distress
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5. To what extent does the clutter, problems discarding, or problems with buying or acquiring things impair or interfere with your life (daily routine, job/school, social activities, family activities, financial difficulties)?

Not at all	Mildly	Moderately	Severely
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Summary:

Level of risk: None Mild Moderate Severe
(Based on assessment of condition of the dwelling.)

Level of insight: None Mild Moderate Fully aware & cooperative

(Level of insight should be determined by comparing responses to the Hoarding Interview to the observed conditions of the dwelling.)

Complicating factors: (e.g., dementia, disabled) _____

Recommendations:



NATIONAL STUDY GROUP ON
CHRONIC DISORGANIZATION

The NSGCD Clutter Hoarding Scale

Official Organizational Assessment Tool

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This document is to be used as an assessment/guideline tool only. The National Study Group on Chronic Disorganization is not responsible for any work performed by a Professional organizer or other related professional when using the NSGCD Clutter-Hoarding Scale.

The NSGCD Clutter-Hoarding Scale

**A Study Guide for Professional Organizers
and Related Professionals**

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PURPOSE OF THE SCALE

The purpose of the *NSGCD Clutter-Hoarding Scale* is to guide professional organizers¹ and related professionals in their initial, pre-session contact (phone or onsite) or first session assessment work. This scale is primarily based on the interior of a home, *except* where the outside structure affects the overall safety of the interior, as indicated. It *does not* include sheds and unattached garages or outbuildings.

The NSGCD Clutter-Hoarding Scale is an assessment measurement tool developed by the National Study Group on Chronic Disorganization (NSGCD) to give professional organizers and related professionals definitive parameters. These parameters relate to health and safety issues and present a potential range in which professional organizers and related professionals may actually choose to work. The NSGCD is a Non-profit 501C3 educational organization whose mission is to educate professional organizers and related professionals on the issues relating to Chronic Disorganization.

This scale was publicly released in October 2003. Individuals or agencies quoting Levels as listed on this chart should list the NSGCD as the creating organization. Developers of this Clutter-Hoarding scale are NSGCD members Sheila Delson, Cindy Głovinsky, Terry Prince and Heidi Schultz

PARAMETERS OF THE LEVELS

NSGCD has established five levels to indicate the degree of household clutter and hoarding from a professional organizer's² and related professional's perspective: Level I is low; Level IV is high. Within each level there are four specific categories which define the severity of clutter and hoarding potential:

- Structure and zoning³;
- Pets and rodents;
- Household functions;
- Sanitation and cleanliness.

¹ A professional organizer is an organizer who receives remuneration for organizing services, maintains professional standards and ethics defined by association affiliations, and continually educates him or herself in the organizing field and /or specialty areas.

² A professional organizer's perspective includes understanding animal regulations and ordinances, building and zoning safety guidelines, general health and safety guidelines, as well as the degree of clutter.

³ When dealing with structural issues, a professional organizer needs to know if client is tenant or owner. Owner is responsible for many items under federal, state and local housing codes. Tenant may be hesitant to call owner for repairs due to excessive clutter.

One problem found in any of these four categories may indicate the need for further investigation regarding the whole level.

Level I. Household is considered standard. No special knowledge in working with the Chronically Disorganized is necessary.

Level II. Household requires professional organizers or related professionals to have additional knowledge and understanding of Chronic Disorganization.

Level III. Household may require services in addition to those a professional organizer and related professional can provide. Professional organizers and related professionals working with Level III households should have significant training in Chronic Disorganization and have developed a helpful community network of resources, especially mental health providers.

Level IV. Household needs the help of a professional organizer and a coordinated team of service providers. Psychological, medical issues or financial hardships are generally involved. Resources will be necessary to bring a household to a functional level. These services may include pest control services, "crime scene cleaners," financial counseling and licensed contractors and handypersons.

Level V. Household will require intervention from a wide range of agencies. Professional organizers should not venture directly into working solo with this type of household. The Level V household may be under the care of a conservator or be an inherited estate of a mentally ill individual. Assistance is needed from many sources. A team needs to be assembled. Members of the team should be identified before beginning additional work. These members may include social services and psychological/mental health representative (not applicable if inherited estate), conservator/trustee, building and zoning, fire and safety, landlord, legal aid and/or legal representatives. A written strategy needs to be outlined and contractual agreements made before proceeding.

FUTURE PROJECTS

The NSGCD will work to develop recommended guidelines for working with Level III–V clients and households. These guidelines will include project management strategies for the professional organizer, collaborative therapy recommendations, compliance and managing government agency regulations and reporting requirements, as well as organizational techniques.

NSGCD CLUTTER-HOARDING SCALE

Level	Structure & Zoning Issues	Pets & Rodents	Household Functions	Sanitation & Cleanliness
I	All doors and stairways accessible	Normal household pet activity 1-3 spills or pet accidents evident Light evidence of rodents/insects	Clutter not excessive	Normal housekeeping Safe and healthy sanitation No odors
II	1 exit blocked 1 major appliance or regionally appropriate heating, cooling or ventilation device not working for longer than 6 months	Some pet odor Cat spray or pet waste puddles Light pet dander in evidence 3 or more incidents of feces in cat box Limited fish, reptile or bird pet care Light-to-medium evidence of common household rodents/insects	Clutter inhibits use of more than two rooms Unclear functions of living room, bedroom Slight narrowing of household pathways	Limited evidence of housekeeping, vacuuming, sweeping Tolerable, but not pleasant, odors Overflowing garbage cans Light-to-medium mildew in bathroom or kitchen Moderately soiled food preparation surfaces

Level	Structure & Zoning Issues	Pets & Rodents	Household Functions	Sanitation & Cleanliness
III	<p>Visible clutter outdoors</p> <p>Items normally stored indoors evident outside (TV, sofa)</p> <p>2 or more appliances broken or not functioning</p> <p>Inappropriate and/or excessive use of electric and extension cords</p> <p>Light structural damage limited to 1 part of home; recent (less than 6 months)</p>	<p>Pets exceed local Humane Society limits by 1-3 animals, excluding well-cared-for puppy or kitten litter less than 4 months old</p> <p>Stagnant fish tank</p> <p>Poorly maintained reptile aquarium; odor and waste</p> <p>Bird droppings not recently cleaned</p> <p>Audible, but not visible, evidence of rodents</p> <p>Light flea infestation</p> <p>Medium amount of spider webs inside house</p>	<p>Visible clutter outdoors</p> <p>Narrowed hall and stair</p> <p>1 bathroom or bedroom not fully usable; i.e. items stored in shower</p> <p>Small amounts of 1-2 obviously hazardous substances, chemicals, substance spills, broken glass</p>	<p>Excessive dust</p> <p>Bed linens, including pillow, show evidence of dirt, long time use</p> <p>No evidence of any recent vacuuming or sweeping</p> <p>Heavily soiled food preparation surfaces</p> <p>Obvious and irritating odor</p> <p>Unused, full or odorous garbage cans</p> <p>Dirty or soiled laundry throughout house, exceeding 3 hamper-size baskets per bedroom</p>